

# EXHIBIT 8

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PHUONG H. NGUYEN (SBN 226772)  
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Attorneys for Defendant  
CLIENT SERVICES, INC.

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN JOSE DIVISION

IRMA SANCHEZ, JORGE SANCHEZ, AND  
SOPHIA SANCHEZ

Plaintiffs,

v.

CLIENT SERVICES, INC., AND CLARA  
DAVIS

Defendants.

CASE NO. C06-06280 PVT

**CLIENT SERVICES, INC.'S INITIAL  
WITNESS AND DOCUMENT  
DISCLOSURES**

[Federal Rules of Civil Procedures, Rule 26]

Defendant Clients Services, Inc. ("Client Services") hereby submits the following initial disclosure of witnesses and documents pursuant to Federal Rules of Civil Procedures, Rule 26. Should further discovery, independent investigation, research and analysis reveal additional documents, factual information and witnesses potentially subject to disclosure requirements, Client Services reserves the right to supplement, modify and/or amend this disclosure at a later date.

**I.  
INITIAL DISCLOSURE OF WITNESSES**

1. Karla Davis  
1003 South 6<sup>th</sup> Street  
St. Charles, Missouri 63301  
(636) 443-3888
2. Rich Weckl  
Client Services, Inc.  
3451 Harry S. Truman Blvd.

1 St. Charles, Missouri 63301  
2 (636) 947-2321

3 3. William Watson  
4 Client Services, Inc.  
5 3451 Harry S. Truman Blvd.  
6 St. Charles, Missouri 63301  
7 (636) 947-2321

8 4. Gayla Newlin  
9 Client Services, Inc.  
10 3451 Harry S. Truman Blvd.  
11 St. Charles, Missouri 63301  
12 (636) 947-2321

13 5. Judith Cummins  
14 Client Services, Inc.  
15 3451 Harry S. Truman Blvd.  
16 St. Charles, Missouri 63301  
17 (636) 947-2321

18 6. Pamela Welch  
19 Client Services, Inc.  
20 3451 Harry S. Truman Blvd.  
21 St. Charles, Missouri 63301  
22 (636) 947-2321

23 7. Brett Owens  
24 Client Services, Inc.  
25 3451 Harry S. Truman Blvd.  
26 St. Charles, Missouri 63301  
27 (636) 947-2321

28 8. Irma Sanchez  
Santa Clara County, California

9. Jorge Sanchez  
Santa Clara County, California

10. Sophia Sanchez  
Santa Clara County, California

11. Maria Islas  
Milpitas, California

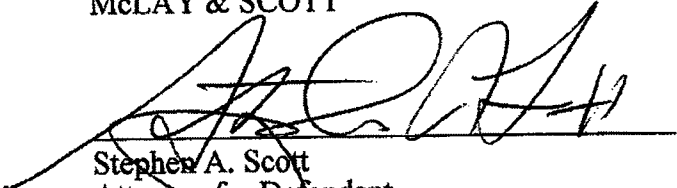
12. Margarita Sanchez  
Milpitas, California

1  
2 **II.**  
3 **INITIAL DOCUMENT DISCLOSURE**

4 Pursuant to Rule 26, Defendant Client Services hereby discloses all account notes relating to  
5 this matter. Defendant Client Services will also provide all collection manuals and training  
6 manuals within 7 days of receiving the signed protective order from plaintiffs.

7 Dated: January 2, 2007

HAYES, DAVIS, BONINO, ELLINGSON,  
McLAY & SCOTT

8  
9   
10 Stephen A. Scott  
11 Attorney for Defendant,  
12 CLIENT SERVICES, INC.  
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# EXHIBIT 9

1           At the outset I would like to just  
2     reiterate my objection made on the record yesterday.  
3     These depositions were originally scheduled to begin  
4     yesterday, Wednesday, February 28, 2007 at 9:00 a.m.  
5     Counsel for the plaintiff, myself, as well as  
6     Mr. Wilcox, appeared and were told that the  
7     depositions had been canceled for the day, postponed  
8     to today, which was both prejudicial to the client and  
9     inconvenient to counsel personally given the fact that  
10    we were here in St. Louis for the duly noted  
11    deposition and there was protective order that I'm  
12    aware of that was neither on file or noticed or even  
13    indicated by counsel.

14           And I would just note for the record that I  
15    did attempt to contact Mr. Davis on a couple of  
16    occasions and was not given the courtesy of a return  
17    phone call. If I'm mistaken about that, then I'll  
18    stand corrected on the record. At this juncture it's  
19    the plaintiffs intention to move for sanctions for the  
20    non-appearance of the 30(b)6 witness as well as the  
21    party/defendant, Ms. Davis, Karla Davis. Counsel has  
22    indicated to me, it's my understanding that Ms. Davis  
23    is going to be produced on Friday. The original  
24    agreement in this case and what had been worked out  
25    with my distinguished counsel, Mr. Scott, Steve Scott

1 with Mr. Davis' law firm is that we were to take  
2 depositions on Wednesday and Thursday with the idea  
3 that if we needed Friday, we could take Friday;  
4 otherwise, we would endeavor to complete these  
5 depositions in two days and be able to fly out on  
6 Thursday night, so as to minimize the amount of time  
7 for all counsel away from home and away from their  
8 families. That hasn't been the case. Instead now  
9 we're in a position of having to wait until Friday for  
10 a witness and attempt to take these depositions in an  
11 order not defined by plaintiff in their discovery  
12 plan, their litigation plan, but rather in a plan  
13 that's been unilaterally dictated by these defendants.

14 Rule 37 provides for sanctions for the  
15 non-appearance of a party/deponent, and in this case  
16 it's plaintiffs intent to seek those sanctions in the  
17 absence of some other arrangement between the counsel  
18 to reimburse for the attorneys' fee and costs to incur  
19 and debt had here yesterday, as well as I did offer on  
20 a couple of occasions both to Mr. Tillage as well as  
21 in letters to Mr. Davis and Mr. Scott, the opportunity  
22 for them to either move for protective order so that  
23 we could properly engage in depositions or to  
24 reimburse for the travel costs and expenses. I just  
25 note that I still haven't received any kind of

1 explanation from Mr. Davis or Mr. Scott or  
2 Mr. Tillage. And also note my continuing objection on  
3 the record that at least, as of yesterday, the docket  
4 indicated that only Mr. Scott had been entered his  
5 appearance in this case, that neither Mr. Davis nor  
6 Mr. Tillage had entered an appearance on the federal  
7 record and the plaintiffs have a continuing objection  
8 to that, failure to note their appearance.

9 With that said, unless you have anything  
10 Mr. Davis, I'm going to start the deposition.

11 MR. DAVIS: A couple things. First, I  
12 would agree Steve Scott is distinguished counsel;  
13 although, he's not your distinguished counsel.  
14 Second, with respect to the scheduling of these  
15 depositions, I'm not going to reiterate everything  
16 that's already been discussed in the meet and confer,  
17 which, as you know, is extensive. It has to do -- it  
18 was in the form of telephone calls, emails and a  
19 number of letters exchanged between counsel, but some  
20 of it was that the scheduling of the depositions to a  
21 certain extent was driven by the availability of the  
22 witness. For example, as you know, Karla Davis, a  
23 former employee, who lives about 500 miles from this  
24 location, we had to work around her schedule, and at  
25 my client's expense, we have paid to get her here as a



1 convenience and a courtesy to you so that all the  
2 depositions could take place in one location. But,  
3 again, I'm not going to reiterate all of the points.  
4 I disagree with most of what you've said with respect  
5 to the scheduling of these depositions. All of it has  
6 been addressed in an extensive meet and confer that  
7 can be referred to by counsel and the court later.

8 I would note though, that the appearance of  
9 plaintiffs' counsel simply to make a record here  
10 yesterday was nothing more than a stunt since both  
11 counsel was perfectly aware there wasn't going to be  
12 any depositions here yesterday.

13 MR. BARRY: Well, with all due respect to  
14 counsel, Rule 37 provides for sanctions for notice of  
15 depositions of the opposing party, and counsel's  
16 failure to appear at those depositions, and I'm  
17 cognizant of those provisions of Rule 37, as I hope my  
18 distinguished opposing counsel would be aware of  
19 those.

20 I would also note for the record, unless  
21 you've got some explanation for your discourtesy in  
22 failing to return my phone calls, I would just note I  
23 made two calls to you. You refused to take one call  
24 when you were there, and I made another call and was  
25 not given the courtesy of a reply phone call, and I

1 was never told there was any difficulty in scheduling  
2 anyone, except I was told that the only date Ms. Davis  
3 could appear was Friday after having been assured by  
4 Mr. Scott that he would make her appearance for  
5 Wednesday and Thursday.

6 So, again, I just note my objection that  
7 defendants, despite their clear disagreement, are not  
8 entitled to unilaterally dictate the scheduling of  
9 these depositions and the sequence in which they're  
10 taken. With that said...

11 MR. DAVIS: Okay. Then just let me briefly  
12 respond to that since now you're making accusations  
13 about me with respect to telephone calls.

14 As you know, I had sent a letter to you on  
15 February 26th with respect to what was hopefully going  
16 to be the final word with respect to scheduling of  
17 these depositions. My understanding is that you  
18 called my office after receipt of that letter and I  
19 was in a conference call and then a meeting and then a  
20 subsequent conference call that afternoon, but as I  
21 explained to my receptionist, I intended to call you  
22 back. Unfortunately, by the time I finished at the  
23 end of the day with other matters, you had already  
24 e-mailed and faxed a letter stating your position, so  
25 for that reason -- and it's only that call that I'm

1     aware of. It was for that reason I did not bother to  
2     simply call back and acknowledge the receipt of your  
3     letter since obviously I had it, and I'll leave it at  
4     that.

5                 MR. BARRY: Counsel, do you have the  
6     identity of the 30(b)6 witness which you intend to  
7     produce?

8                 MR. DAVIS: Do I have the identify of him,  
9     yes.

10                MR. BARRY: What's the person's name?

11                MR. DAVIS: His name is Jerry Peterson.

12                MR. BARRY: Was Mr. Peterson available for  
13     deposition yesterday?

14                MR. DAVIS: No.

15                MR. BARRY: Why not?

16                MR. DAVIS: I'm not going to -- I'm just  
17     telling you he's not available.

18                MR. BARRY: I know you're telling me that  
19     but I'm asking why he wasn't available when his  
20     deposition was noticed and I was assured by Mr. Scott  
21     that he would appear. Where is Mr. Scott today I  
22     guess is my question? Where is he?

23                MR. DAVIS: Counsel, just take the  
24     depositions of the witnesses in front of you. I'm not  
25     going to engage in any further discussion or argument

1 or accusations with you regarding the availability of  
2 witnesses. We've already stated our position  
3 regarding the availability of witnesses. I don't have  
4 anything further to say about it.

5 MR. BARRY: Which is you get to  
6 unilaterally dictate when.

7 MR. DAVIS: That's not what I said. You  
8 can characterize it however you like.

9 MR. BARRY: Well, I don't know how else to  
10 characterize it if you don't return my phone calls. I  
11 mean, I made an effort to meet and confer with you and  
12 was met with the discourtesy of not having a return  
13 phone call.

14 MR. DAVIS: Counsel, I think your letters  
15 speak for yourself and they're fairly consistent with  
16 the way you're speaking this morning. The point is,  
17 it's 9:30 in the morning. You have a witness in front  
18 of you. You can either take the deposition or don't  
19 take the deposition. That's up to you. I really  
20 don't care. But if we're going to waste anymore time,  
21 should I let this witness go or do you want to take  
22 her deposition?

23 MR. BARRY: Oh, I want to take her  
24 deposition, but I want you to make a clear record of  
25 your client's failure to appear yesterday.

## EXAMINATION BY MR. BARRY

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1 I guess my final question to you would be  
2 with respect to that. Why, if it was your intention  
3 all along to just kind of massage the schedule of  
4 these depositions, did you send letters indicating you  
5 were refusing to produce these witnesses until you  
6 were put to your -- you were put to your strictest  
7 proof in terms of what the legal and fashionable basis  
8 for refusing to produce witnesses? They were listed  
9 in your 216A disclosure.

10 MR. DAVIS: At this point, Counsel, I have  
11 no idea what you're even talking about. I'm certainly  
12 not here to answer your questions.

13 MR. BARRY: That doesn't surprise me given  
14 the fact you haven't been involved in the case up  
15 until this point. Mr. Tillage and Mr. Scott have.  
16 I'm just curious where those folks are today and why  
17 they're not here to be respond? Seems to be a problem  
18 for you to respond to something you don't know  
19 anything about.

20 EXAMINATION BY MR. BARRY:

21 Q. All right. Ms. Welch, thank you for your  
22 patience.

23 Could you please state your name for the  
24 record, please?

25 A. Pamela Welch.

# EXHIBIT 10

# BARRY & SLADE, LLC

PRACTICING EXCLUSIVELY IN THE AREA OF CONSUMER RIGHTS LAW

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February 23, 2007

**VIA EMAIL PDF ONLY**

Mr. Charles Tillage, Esq.  
Mr. Stephen Scott, Esq.  
Hayes Davis Ellingson McLay Scott, LLP  
203 Redwood Shores Parkway, Suite 480  
Redwood Shores CA 94065

**\*\* URGENT \*\***

**RE: Sanchez, et al. v. Client Services, Inc. et al.**  
**COURT FILE NO: 06-06280 PVT**  
**Our File No. 55267**

Dear Mssrs. Scott and Tillage:

Counsel, this email will memorialize my conversation in pertinent part with Mr. Tillage this afternoon. At the outset, let me thank you for your time and serious consideration of the matters discussed relative to the Plaintiffs' taking of depositions of the Defendants and their employees. Our conversation was an attempt on Plaintiffs' part to meet and confer in an effort resolve this impending discovery dispute without the necessity of Court intervention.

The Plaintiffs have noticed the depositions of the following persons, on the following dates, in the following sequence at Client Services, Inc. in St. Charles, Missouri for next week:

1. Karla Davis - Feb. 28, 2007 at 9:00 a.m.
2. 30(b)(6) Witness - Feb. 28, 2007 at 1:00 p.m.
3. Pamela Welch - Mar. 1, 2007 at 9:00 a.m.
4. Judith Cummins - Mar. 1, 2007 at 11:00 a.m.
5. Gayla Newlin - Mar. 1, 2007 at 1:00 p.m.
6. William Watson - Mar. 1, 2007 at 3:00 p.m.
7. Rich Weckl - Mar. 2, 2007 at 9:00 a.m.
8. Brett Owens - Mar. 2, 2007 at 11:00 a.m.
9. "TRL" Doe (unknown person) - Mar. 2, 2007 at 1:00 p.m.
10. "CAD" Doe (unknown person) - Mar. 2, 2007 at 3:00 p.m.
11. "JWS" Doe (unknown person) - Mar. 2, 2007 at 5:00 p.m.<sup>1</sup>

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<sup>1</sup> The Court's scheduling order permits no more than 10 depositions per side, but since the Defendants' have either refused, or been unable to identify, the actual names of the last three persons described only by initials, it is unclear whether or not these persons are duplicates of the

After serious discussion among these counsels, these dates were provided to us by email from Mr. Scott on January 26, 2007, in his email to the mediator in this case, which states in pertinent part:

*This will confirm that we are available for mediation on either March 2nd or March 30th. After our joint telephone conference yesterday, plaintiffs' counsel and I discussed deposition scheduling and it appears that the best (if not only) time that we can take depositions of Client Service witnesses in St. Louis are Feb. 28, March 1 and 2. Ron and Pete indicated they wanted to complete these depositions before the mediation. We have scheduled the 3 plaintiff depositions for Feb. 9 in San Jose.*

We have taken seriously the Defendants' need to depose our clients, as evidenced by our agreement to produce these clients early on in this case. They testified fully and truthfully and your client had ample opportunity to explore the basis for their claims made herein. Likewise, Plaintiffs expect the same from Defendants.

Mr. Scott's letter of February 22, 2007, seems to indicate, without explicating stating, that the Defendants and their counsel are refusing to produce anyone at deposition on February 28 through March 2, 2007, except for Ms. Karla Davis and the FRCP 30(b)(6) corporate designee.<sup>2</sup> This is not the plan that the Plaintiff's deposition notices have laid out. While I appreciate my distinguished opposing counsels' desire to limit the discovery and scope of inquiry of their clients and the clients' employees, Plaintiff respectfully declines to go along with this agenda.<sup>3</sup>

Instead, Plaintiffs and their counsel intend to take the depositions of those persons they have previously noticed to Defendants, and on the dates and times indicated on the deposition notices

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earlier cited depositions. Mr. Scott previously committed to identify these persons to us, but has not done so.

<sup>2</sup> Mr. Tillage clarified and confirmed to this counsel that Defendants would not permit the taking of depositions of anyone except Ms. Davis and the 30(b)(6) corporate designee.

<sup>3</sup> Mr. Tillage also indicated that Ms. Davis would not be available until Friday, March 2, 2007. This availability is completely contrary to the planned execution of these depositions. The idea was to depose Ms. Davis first, the 30(b)(6) designee second, and then hopefully push through the remaining employees fairly quickly in an effort to complete the depositions in two days, rather than three, and as requested by Mr. Scott. Defendants attempts to unilaterally reconfigure these dates leave Plaintiff's counsel with nothing to do on Wednesday and force us to stay over on Friday, when this may be totally unnecessary. We are not unreasonable, but we also have explicitly relied upon your representations as to dates and availability of the persons to be deposed. Changing those dates with less than 5 days notice is patently unfair and prejudicial to the Plaintiffs (not to mention that the airlines and hotels are relatively unforgiving with these sorts of last minute changes).



summarized above. Of course, in the event that a particular deposition completes earlier than the times shown, we will endeavor to move the schedule along more quickly, subject to the availability of the Defendants and their employee deponents. We do not seek to spend any more time or resources in gathering testimony than is necessary to fully and fairly litigate our case.

To summarize, in the event that the corporate Defendant refuses to produce these employee deponents who are within their employment and control, on the dates and times as agreed to and noticed in the deposition notices, Plaintiffs will appear, make a record of such refusal, and proceed to move the Court to compel production of these deponents, seeking their reasonable and necessary attorney's and costs arising therefrom. I genuinely hope that this is not necessary.

To date, Defendants have not noticed or moved the Court for a protective order to prevent or limit the taking of these depositions, or to modify the previously agreed deposition schedule. Plaintiffs' counsels have both purchased non-refundable hotel and plane reservations for these depositions and in the absence of such a protective order, we intend to take the depositions as noticed.

Thank you for your professional courtesies and please let me know if I may be of service in responding to any questions you might have about this matter.

Sincerely,

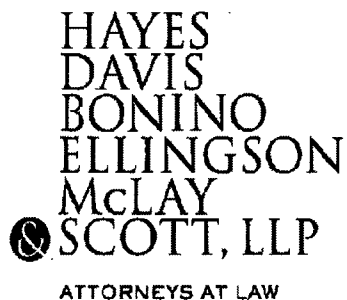
**BARRY & SLADE, LLC**

A handwritten signature in black ink, appearing to read "Peter F. Barry", written over a horizontal line.

Peter F. Barry, Esq.  
Attorney at Law

PFB:ra

# EXHIBIT 11



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## FACSIMILE COVERSHEET

**Date:** February 26, 2007

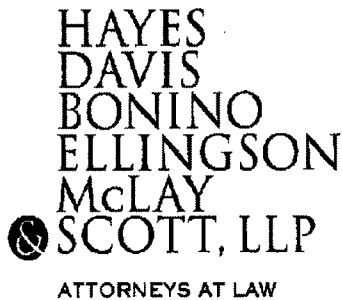
NAME	FAX NO.	PHONE NO.
Ronald Wilcox LAW OFFICES OF RONALD WILCOX	408.296.0486	408.296.0400
Pete Barry BARRY & SLADE, LLC	612.379.8810	612.379.8800

<b>FROM:</b>	Brian R. Davis	<b>PHONE:</b>	650.637.9100
<b>RE:</b>	<u>SANCHEZ v. CLIENT SERVICES</u>	<b># PAGES:</b>	
<b>SENT BY:</b>	Cynthia Thomas	<b>PHONE:</b>	650.637.9100

**Comments:**

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February 26, 2007

**VIA FACSIMILE & U.S. MAIL**

Ronald Wilcox  
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San Jose, CA 95126

Pete Barry  
**BARRY & SLADE, LLC.**  
2021 East Hennepin Avenue, Suite 195  
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**Re: Sanchez v. Client Services**

Counsel:

We herein respond to your correspondence of February 23, 2007, regarding plaintiffs' eleven (11) separate deposition notices.

We respectfully disagree with your stated position that plaintiff's are entitled to take the depositions of all these witnesses. As we have previously stated, other than Karla Davis and Client Services' FRCP 30(b)(6) witness, the depositions of the other nine witnesses noticed by plaintiffs are excessive, unnecessary, and will produce information or evidence which is relevant or admissible on the subject claims presented by the plaintiffs in this case.

Although there was previous discussion and tentative agreement to arrange the depositions of these other witnesses, it became clear for the first time that these witnesses do not possess information or evidence which is relevant or admissible based on the plaintiffs' deposition testimony of February 9, 2007. In addition, it is also clear from the caller log (which has been provided to you), that many of these employees never communicated with plaintiffs.

Furthermore, we continue to stand by our analysis and position that any alleged conduct by Client Services' employees which occurred prior to October 6, 2005, is barred by the one-year statute of limitations under the FDCPA. The only employee who had contact with the plaintiffs after that date was Karla Davis. The potentially different statute of limitations applicable to plaintiffs' state tort claims does not change the analysis or conclusion.

HAYES  
DAVIS  
BONINO  
ELLINGSON  
McLAY  
& SCOTT, LLP  
ATTORNEYS AT LAW

Page 2

In any event, and without waiving any objections, we will produce all of the witnesses for deposition this week (with the exception of those identified only by initials). The witnesses will be available and presented for deposition on Thursday-Friday, March 1-2, 2007. In particular, the PMK witness will be available on Thursday and Karla Davis will be available on Friday.<sup>1</sup>

Sincerely,



Brian R. Davis

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<sup>1</sup> As you know, Ms. Davis is no longer an employee of Client Services and she now resides approximately 500 miles away from the location you have noticed her deposition. But, at our client's expense, we will make Ms. Davis available for her deposition on Friday, March 2, 2007, at the location you have selected. Due to other commitments, Friday, March 2<sup>nd</sup> is the only day she is available this week for her deposition.

# EXHIBIT 12

# BARRY & SLADE, LLC

PRACTICING EXCLUSIVELY IN THE AREA OF CONSUMER RIGHTS LAW

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February 26, 2007

**VIA EMAIL PDF ONLY**

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Mr. Brian Davis, Esq.  
Mr. Stephen Scott, Esq.  
Hayes Davis Ellingson McLay Scott, LLP  
203 Redwood Shores Parkway, Suite 480  
Redwood Shores CA 94065

**\*\* URGENT \*\***

**RE: Sanchez, et al. v. Client Services, Inc. et al.**  
**COURT FILE NO: 06-06280 PVT**  
**Our File No. 55267**

Dear Mssrs. Scott, Tillage and Davis:

I am in receipt of your letter of today, February 26, 2007, wherein you assert that you will not produce any of the noticed witnesses for deposition on Wednesday, February 28, 2007. This is alarming to me given that my co-counsel and I have booked flights as well as hotel rooms for tomorrow night, which your unilateral actions have rendered useless. You have decided unilaterally that our time on Wednesday is to be non-productive, out-of-the office, and away from our family with legal or factual justification under the Federal Rules of Civil Procedure or any other controlling authority.<sup>1</sup>

Moreover, as to your assertions that you somehow have the right to dictate whom we depose, I gently redirect your attention to *Joseph v. J.J. McIntyre*, 281 F. Supp. 2d 1156 (N.D. Cal. 2003). *McIntyre* holds that the limitations period for a claim regarding a series of abusive collection phone calls was subject to the "continuing violation" doctrine, because much like a hostile work environment claim, a pattern of harassing conduct could not have been said to occur on any particular day. Likewise, the pattern of harassing conduct suffered by our clients did not occur precisely one year before the filing of this case.

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<sup>1</sup> On a personal note, I do not appreciate the fact that I am being forced to be away from my 6-month old baby daughter a day longer than is necessary because of you client's discovery misconduct. Your firm's continued refusal to acknowledge this palpable personal discourtesy to counsel, after we promptly produced all three Plaintiffs for their depositions at your designated date and time earlier this month, has its remedy in the Rules, no doubt.

You have failed to move for an appropriate protective order and have refused to offer reimbursement for either a change in our flight or hotel schedule, after having provided us with these dates and allowed us to book travel arrangements. Indeed, you have not obtained a protective order to prevent and/or limit the depositions from being taken as noticed (Wednesday, Thursday and Friday), a requirement in the Ninth Circuit. To exacerbate matters further, two attorneys have also now appeared in this case who have not noticed their appearances with the Federal Court, according to the PACER docketing system as of this afternoon. This behavior of changing players every 15 minutes is both tiring and not permitted under the Rules. If you have input on this case, then I respectfully suggest that you notice your appearance with the Court as required by the Rules.

This letter will reconfirm our previously stated position, that we will appear at the previously designated and noticed date and time, to take the depositions of those persons whom you previously agreed to produce, and in the order in which we have noticed them. If they are not produced according to our notices, we will move the Court for an order to compel your client to produce these persons, and we will seek our attorney's fees and costs as a sanction for your proposed discovery abuse. *See* Fed. R. Civ. P. 37.

Thank you for your professional courtesies.

Sincerely,

**BARRY & SLADE, LLC**

A handwritten signature in black ink, appearing to read 'Peter F. Barry', written over a horizontal line.

Peter F. Barry, Esq.  
Attorney at Law

PFB:ra



# EXHIBIT 13



Welcome, Peter Sign in | Sign out  
My Itineraries | My Account | Customer Support

## Changing your itinerary

### OPTIONS

[Return to previous](#)

If you need to cancel or change your travel plans, you can find the help you need here. If you still have any questions or concerns about your itinerary, use our [support and feedback form](#). We'll respond within 4 hours.

### Changing or canceling a flight

If your travel plans change and you need a different flight, you can change your flight times, dates, and/or destination. Most airlines do not allow changes to traveler name(s) on a ticket.

You can make changes to your flight online if:

- You have a user name and password from Expedia
- You were issued an e-ticket for your flight
- You are traveling on a flight originating in the US
- All your flights are on a single major US airline
- All the passengers on your itinerary are making the same flight change

If you no longer need a flight, or if you are unsure of your travel plans, then you should cancel your flight. You will receive credit that can be used at a later time (for up to 1 year) towards the purchase of a new flight. To receive credit, you must cancel your flight before the departure date.

#### Penalties

Most fares have an airline-imposed fee of \$100 per passenger for changes and cancellations, plus any applicable increase in the fare. We will provide a comprehensive summary of all charges before you change or cancel your flight.

#### How to get started

To find out how to change or cancel your flight, go to **My Itineraries** and open the itinerary that contains the flight you wish to change or cancel. Click the **Find out how to change or cancel your flights** link located below the flight summary and follow instructions provided.

### Changing or canceling a hotel reservation

Lodging can be changed or canceled according to each property's rules and restrictions. Some properties impose penalties, such as one night's stay, if you cancel your reservation within a certain number of days before your scheduled check-in date. Other properties, such as Expedia Special Rate lodging, charge a small penalty for changes made any time after a room is booked.

To change or cancel a lodging reservation, go to **My Itineraries** and open the itinerary that contains the lodging you wish to change or cancel. Click **Cancel this reservation** and review the refund and penalty details.

### Changing or canceling a rental car reservation

Most rental car reservations can be canceled at any time without penalty. Car reservations cannot be changed, but you can cancel your existing car and add a different one to your itinerary. To cancel a rental car reservation, go to **My Itineraries** and open the itinerary that contains the reservation you wish to cancel. Click **Cancel this car reservation** and verify the cancellation on the resulting page.

If you wish to cancel a rental car that is part of a package, please review the specific rules and regulations in your itinerary.

### Changing or canceling a vacation package

Different cancellation and change rules apply to each vacation package. Factors include whether a flight was purchased (and, if so, which flight); how many days prior to the departure you are attempting to make the change or cancellation; and which hotel, rental car, and/or attractions were included. Most vacation packages cannot be canceled but can be changed for a \$50 change fee, plus all additional supplier fees and penalties.

If your vacation package includes a flight, keep in mind that most economy/coach class flights have an airline-imposed penalty fee of \$100 or more per passenger for changes and cancellations, plus any applicable increase in the fare. Tickets are nonrefundable, but can be applied (for a limited time) toward future travel with a vacation package, less any applicable penalties.

To change or cancel your vacation package, please call Customer Support at **1-800-EXPEDIA (1-800-397-3342) or 1-404-728-8787**.

### Changing or canceling a cruise

Each cruise line has its own rules and restrictions on changing or canceling a cruise. To make a change or cancellation, please call Customer Support at **1-800-EXPEDIA (1-800-397-3342) or 1-404-728-8787**.

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# EXHIBIT 14

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2160 The Alameda, Suite F, First Floor  
San Jose, CA 95126  
Tel: (408) 296-0400  
Fax: (408) 296-0486

ATTORNEY FOR PLAINTIFFS

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN JOSE DIVISION

IRMA SANCHEZ, JORGE SANCHEZ,  
AND SOPHIA SANCHEZ,

Plaintiffs,

v.

CLIENT SERVICES, INC. AND KARLA  
DAVIS,

Defendants.

CIV. NO. C06-06280 PVT

EXHIBIT

Peterson #2  
4-12-07 BSO

SECOND AMENDED NOTICE OF TAKING THE DEPOSITION OF  
CLIENT SERVICES, INC.  
THROUGH ITS DESIGNATED WITNESSES  
PURSUANT TO FED. RULE CIV. P. 30(b)(6)

Please take notice that, pursuant to Rule 30(b)(6) of the Federal Rules of Civil Procedure, Plaintiffs Irma Sanchez, Jorge Sanchez, and Sophia Sanchez, by and through their counsel, will take the deposition of **Client Services, Inc.** through its officers, agents, employees or authorized persons most qualified to testify with respect to the matters described below. The deposition will be taken before an authorized court reporter on **Thursday, April 12, 2007, beginning at 9:00 a.m. C.S.T. at the Embassy Suites Hotel, Two Convention Center Plaza, (Room TBA),**

1 St. Charles, MO 63303 and will continue until completed. The deposition may be conducted  
2 telephonically and may be recorded through stenographic and/or video means.

3 The designated witness(es) of Client Services, Inc. should be prepared to testify regarding  
4 the following matters:

- 5 ~~1.~~ <sup>JRA</sup> Client Services, Inc.'s communications relating to Plaintiffs;
- 6 ~~2.~~ <sup>JRA</sup> The relationship between Client Services, Inc. and Plaintiffs;
- 7 ~~3.~~ <sup>JRA</sup> The relationship between Client Services, Inc. and Discover Card;
- 8
- 9 4. Determination and calculation of the amounts sought by Client Services, Inc.;
- 10 5. Authority for the amounts claimed by Client Services, Inc.;
- 11 6. All collection notes and/or collection logs relating to Plaintiffs;
- 12 7. Documents sent to and/or received from Plaintiffs or anyone else regarding Plaintiffs;
- 13 8. Client Services, Inc.'s collection practices, procedures, methods, techniques and
- 14 strategies used by Client Services, Inc. in their efforts to collect debts from any person;
- 15 ~~9.~~ Client Services, Inc.'s investigation into the claims made by Plaintiffs in their Complaint;
- 16 ~~10.~~ The details and contents of all personnel files for the individuals that worked on
- 17 Plaintiff's alleged account;
- 18 ~~11.~~ Any and all other information related to the factual basis for Client Services, Inc.'s
- 19 Answer;
- 20
- 21 ~~12.~~ Any and all other information related to Client Services, Inc.'s defenses contained in their
- 22 Answer;
- 23 ~~13.~~ Any bona fide error defense Client Services, Inc. may have with regard to the allegations
- 24 set forth in the Complaint;
- 25

- 1 14. The lack of intent by Client Services, Inc. to violate the Fair Debt Collection Practices  
2 Act;
- 3 15. The lack of intent by Client Services, Inc. to violate the California's Rosenthal Fair Debt  
4 Collection Practices Act;
- 5 16. The phone systems of Client Services, Inc. and monitoring and recording of telephone  
6 calls;
- 7 17. The telephone system(s), local and long distance services used by Client Services, Inc.  
8 and their employees in the course of their business or in the course of collecting accounts;
- 9 18. The long distance telephone provider used to make calls relating to the herein account;
- 10 19. The management, supervision, and discipline of Client Services, Inc. and its collection  
11 employees;
- 12 20. The maintenance of procedures by Client Services, Inc. to avoid violations of the Fair  
13 Debt Collection Practices Act;
- 14 21. The maintenance of procedures by Client Services, Inc. to avoid violations of the  
15 California's Rosenthal Fair Debt Collection Practices Act;
- 16 22. The maintenance of procedures by Client Services, Inc. to avoid violations of the  
17 California Rosenthal Fair Debt Collection Practices Act;
- 18 23. The methods, practices, techniques, and strategies used by Client Services, Inc. in  
19 training their collection employees;
- 20 24. All correspondence to and from the current creditor relating to this account;
- 21 25. All documentation methods, if any, whether computerized, manual, or other, of all  
22 activities undertaken by Client Services, Inc. or their employees related to the collection  
23 of accounts;
- 24  
25

1 ~~26.~~ The history, specific details, and resolution of any formal and informal complaints, Better  
2 Business Bureau Complaints, lawsuits, regulatory actions, claims, litigations, mediations,  
3 arbitrations, or other actions, legal or otherwise, connected to or arising out of Client  
4 Services, Inc.'s business, in the period from three (3) years prior to the date of this notice  
5 to the present;

6 ~~27.~~ <sup>JRP</sup> Any and all other information related to Plaintiffs' claims against Client Services, Inc.;

7 28. All documents produced to Plaintiffs by Client Services, Inc. in the course of this case;

8 29. All documents relating to Plaintiffs; and

9 30. All documents regarding the above matters, including, but not limited to, contracts or  
10 agreements between Client Services, Inc. and Discovery Card; all policy, procedure and  
11 training manuals, memoranda and other writings regarding collection activities of Client  
12 Services, Inc. which were in effect and used from January 1, 2005 to the present, and  
13 phone billing records relating to Plaintiff's account.


14 ~~31.~~ Client Services, Inc.'s annual sales, gross income, net income, and profit, for 2005 and  
15 2006.

16 ~~32.~~ Client Services, Inc.'s net worth and financial condition.

17 **And bring with you:**

18 All documents responsive to the Request for Production of Documents and documents  
19 related to the paragraphs referenced immediately above.

20 Date: 4/9/07

21   
22 Ronald Wilcox, Attorney at Law  
23 2160 The Alameda, Suite F  
24 San Jose, CA 95126  
25 Tel: 408-296-0400  
Fax: 408-296-0486  
ATTORNEY FOR PLAINTIFFS



**CERTIFICATE OF SERVICE**

I, Tammy Gulla, hereby certify that on April 9, 2007 the foregoing document was sent by facsimile and first class U.S. Mail to:

Phuong H. Nguyen  
Stephen A. Scott  
Brian R. Davis  
Hayes, Davis, Bonino, Ellingson, McLay & Scott  
203 Redwood Shores Parkway, Suite 480  
Redwood Shores, CA 94065  
Fax: (650) 637-8071

ATTORNEYS FOR DEFENDANTS

Executed on April 9, 2007, in San Jose, California.

  
Tammy Gulla